

SUPERVISING CASE RECORDS TECHNICIAN
Final Filing Date: October 30, 2008



PROMOTIONAL

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER - Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

EXAMINATION BASE DEPARTMENTAL FOR:

DEPARTMENT OF CORRECTIONS AND REHABILITATION [excluding Prison Industry Authority & including California Health Care Services (Plata)]

WHO SHOULD APPLY COMPETITION LIMITED TO STATE EMPLOYEES
Applicants must have a permanent civil service appointment with the Department of Corrections and Rehabilitation OR must be: 1) a current or former legislative employee meeting the criteria defined in Government Code (GC), Section 18990; OR 2) an exempt employee meeting the criteria defined in GC, Section 18992, as of the final filing date, in order to take this examination. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235 and 235.2.

HOW TO APPLY Submit Examination Application (Std. Form 678)

By mail with: Department of Corrections and Rehabilitation
Office of Selection Services
P.O. Box 942883
Sacramento, CA 94283-0001
(916) 322-2545

or In person with: Department of Corrections and Rehabilitation
Office of Selection Services
1515 S Street, Room 522N
Sacramento, CA 95811-7243
(916) 322-2545

If you are personally delivering your application, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, on or before the final filing date to the same street address as listed above for the Office of Selection Services.

NOTE: Only applications with an original signature will be accepted.

APPLICATION DEADLINE/ REQUIREMENTS October 30, 2008 is the final filing date. Applications postmarked, personally delivered or received via interoffice mail after this date will not be accepted for any reason.

All applicants must meet the education and/or experience requirements for this examination by the final filing date.

TEST DATE Information will be provided to accepted applicants by letter.

SALARY RANGE(S) As of: September 29, 2008
\$2,953 - \$3,590

MINIMUM QUALIFICATIONS

Either I
In California state service, one year of experience performing the duties of a Case Records Technician, Range B.

Or II
Three years of clerical experience performing duties in the processing and maintaining of office records. (Experience in California state service applied toward this requirement must include one year in a class with a level of responsibility not less than Case Records Technician, Range B.) and

Education: Either equivalent to completion of the 12th grade or completion of a business school curriculum.

Special Personal Characteristics: Willingness to work in a variety of correctional or parole settings; capacity for assuming progressively greater responsibility; tact; read or view potentially graphic or discomforting information; work long and unusual hours based on operational needs.

Qualifying experience may be combined on a proportionate basis if the requirements stated above include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

NOTE: High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

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EXAMINATION PLAN

INTERVIEWS WILL NOT BE HELD. This examination will consist of a supplemental application weighted 100%. To obtain a position on the eligible list, applicants must achieve a minimum rating of 70% on the supplemental application.

Candidates who meet the “Minimum Qualifications” will be mailed a supplemental application designed to elicit a range of specific information regarding each candidate’s knowledge, abilities, and potential to effectively perform the duties relative to the classification. **RETURN OF THE SUPPLEMENTAL APPLICATION IS MANDATORY.** Candidates who do not return the completed supplemental application will be eliminated from this examination.

Supplemental Application -- Weighted 100.00%

Scope: Emphasis in the examination will be on measuring competitively, relative to job demands, each candidate’s:

- A. Knowledge of:
1. Modern office supplies, equipment and procedures

2. Grammar, spelling, punctuation and modern English usage

3. Arithmetic

4. The Department’s purpose, organization, activities, and automated systems

5. Rules, regulations, general organization and procedures of the California Department of Corrections and Rehabilitation

6. The Equal Employment Opportunity Program

7. A supervisor’s role in planning, organizing, and directing the work of subordinate staff

8. The principles and practices of budgeting and personnel management
- B. Ability to:
1. Interpret written and numerical data

2. Use personal computer/microcomputer systems and software applications in the performance of technical work

3. Accurately enter data into a computerized database

4. Learn and understand a broad range of technical data and apply it to individual cases

5. Perform technical tasks in the correctional case record keeping process

6. File case records files and maintain a filing system

7. Communicate effectively

8. Perform mathematical computations

9. Apply laws, rules and regulations

10. Interpret and use reference material

11. Follow instructions

12. Use tact and good judgment in dealing with fellow employees, the public and other governmental entities

13. Operate office machines

14. Independently apply appropriate sections of the laws, rules, regulations, departmental policies, and procedures to specific situations

15. Write clear and comprehensive reports, and communicate effectively and tactfully with internal and external contacts at all levels

16. Analyze situations accurately and adopt an effective course of action

17. Train new employees and effectively supervise subordinate staff

18. Contribute effectively to the Department’s Equal Employment Opportunity Program

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established to fill vacancies for the Department of Corrections and Rehabilitation.

The list(s) will be abolished **24** months after establishment unless the needs of the service and conditions of the list(s) warrant a change in this period.

POSITION DESCRIPTION AND LOCATION(S)

A Supervising Case Records Technician, under direction, plans, organizes, and directs the work of subordinate staff engaged in processing, maintaining and controlling inmate, youthful offender and parolee records. Interviews and selects staff; evaluates training needs and performance; assigns work; represents the unit supervised in management staff meetings; collects, compiles, and summarizes data in report form regarding activities in the unit supervised; assists in the development of workload projections and budgetary resources; reviews, evaluates, and recommends operating procedures to reflect changes resulting from legislation or other factors; and participates as a member of a task force or work group evaluating business operations or procedures; and personally performs the more difficult work.

Positions exist statewide with the Department of Corrections and Rehabilitation.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box on the “Examination Application.” You will be contacted to make specific arrangements.

VETERANS POINTS/ CAREER CREDITS

Veterans preference points and career credits are not granted in promotional examinations.

GENERAL INFORMATION

It is the candidate’s responsibility to contact the Department of Corrections and Rehabilitations’ Office of Selection Services at (916) 322-2545 three weeks after the final filing date if he/she has not received a progress notice.

Applications are available at Department of Corrections and Rehabilitation offices, State Personnel Board offices and local offices of the Employment Development Department.

The Department of Corrections and Rehabilitation reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revisions will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by a competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional; 2) departmental promotional; 3) multidepartmental promotional; 4) servicewide promotional; 5) departmental open; 6) open. When there are two lists of the same kind, the older must be used first.

If you meet the requirements stated in this bulletin, you may take this examination. Possession of the entrance requirement(s) does not assure success in the examination or placement on the employment list. All candidates who pass the examination described in this bulletin will be ranked according to their scores.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination and fingerprinting may be required. In open examinations, an investigation may be made of employment records and personal history.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES WILL BE HIRED

FOR CURRENT CDCR TESTING INFORMATION CALL (916) 322-2545
California Relay Service for the Deaf or Hearing Impaired: 1-800-735-2929
www.cdcr.ca.gov

THIS CANCELS AND SUPERSEDES ALL PREVIOUSLY ISSUED BULLETINS